



Impero EdLink 2018

Troubleshooting Guide and FAQ.

EXTERNAL



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## Troubleshooting

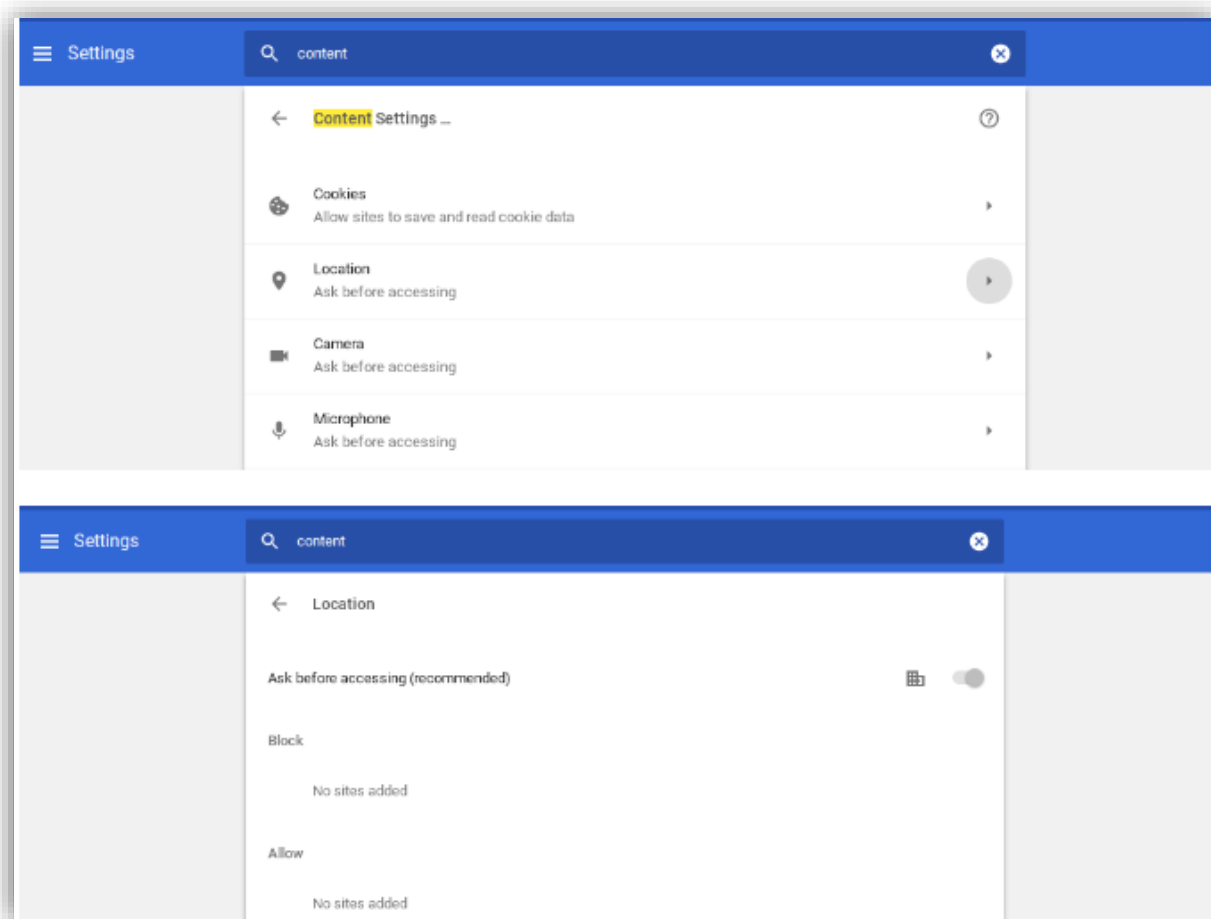
Location-based profile switching on my Chromebook device doesn't seem to be working, how do I fix this?

This could be because of the following:

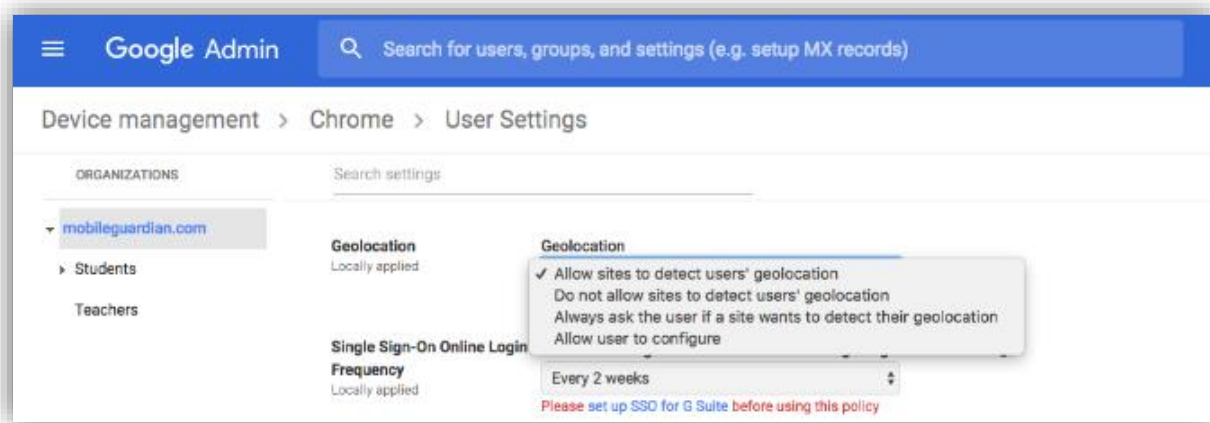
If location services are turned off in a Chrome books settings, we will not receive the location for the profile to switch.

This setting can be located on a Chromebook via the following options:

Chrome > Settings > Content > Location



As this is on the device, students are able to turn this off themselves unless this setting has been forced to be on from the Google Admin console. The screenshot below shows how to do this:



Once this setting has been forced to be on then students will no longer have the ability to change this setting on their device. Location-based profile switching should work as expected from this point onwards.

**I have a device with a large number of pending MDM messages. Why is this and what can I do to resolve it?**

If you spot that a device has a large number of pending messages, this may indicate that EdLink has sent messages to the device and the device has not yet responded.

This is often caused when a device loses internet connection, is turned off or is locked with a PIN.

To resolve the issue ensure the device is turned on and has an internet connection. If you would like to clear the backlog of messages for the device, you can do this by selecting specific devices within the EdLink dashboard under the 'device view' and choosing the action 'Flush MDM Messages'.

### I'm having trouble enrolling devices, what should I do?

If you're having trouble getting devices enrolled to EdLink, this could be caused by your Firewall. Check our [prerequisites document](#) and ensure that all the required APNS ports are open. Erase all content and try activation again. If this fails then try a different network connection/mobile hotspot

### I have devices that aren't showing their location, why is this?

Each device must have location services enabled. If this is not enabled you will not be able to view the current location of the device.

### I have an app that is stuck in a 'loading' state, what should I do?

Firstly, Flush the MDM messages as per the instructions above. Next, click the 'bin' icon within the installed applications section for that device in the Edlink dashboard. Now navigate to the applications sections of the dashboard and in the list find your app. From the settings menu click 'push to missing' which will reinstall the application.

### I have an app that is not installing, what should I do?

Check the device is powered on, connected to wifi and not in a locked state. Check the battery is not low on the device as this may prevent installation. Check the device is not in single-app mode. Check if a blacklist/whitelist for apps is applied to the current profile. If all these checks are ok, try to flush MDM messages and push app manually.

### I have an app that is not installing but use to install fine, what should I do?

Check the device supports that application by either iOS version, application architecture (32bit or 64bit) or the iPad/iPhone/iPod generation. This can be checked via the itunes store in the description for the application. It may be that the applications requirements have changed since it was last deployed.

### I have an app that is stuck in a 'waiting' state, what should I do?

Firstly, Flush the MDM messages as per the instructions above. Next, click the 'bin' icon within the installed applications section for that device in the Edlink dashboard. Now navigate to the applications sections of the dashboard and in the list find your app. From the settings menu click 'push to missing' which will reinstall the application. If this does not resolve the problem you may be required to factory reset the device.

### I have an app that is not installing on any device, what should I do?

Firstly, check that the app has available licences. If it is a VPP app then resync the VPP account with Edlink. Check that the app is assigned to devices instead of a user ID. Also check that it is not an older 32-bit app being pushed to iOS 10+ devices. Check that the applied profile isn't in single app mode or has an application whitelist/blacklist applied to it. Next try to push app to devices again.

### I have a device that is not in the correct profile, what should I do?

If the device and the profile share the same tag then the profile should apply correctly. If not then check the device is powered on, connected to wifi and not in a locked state. Then flush MDM messages and refresh the device. Now check the profile is applied using the Edlink app on the device.

### When pushing an app its asking for an Apple ID, what should I do?

In the MDM history you will see an application error stating "VPP Account not associated yet, current status is registered". Make sure the application you are trying to install is set to device ID in the settings of the application in your Edlink dashboard.

## FAQ's - Cross platform

### Does Edlink have the ability to link to MIS/SIS systems?

Currently EdLink does not have this functionality however; it is on our long-term roadmap.

### Can the EdLink recognise the AD credentials and have individual user profiles?

Currently EdLink does not have this functionality however; it is on our long-term roadmap. Edlink can link with AD, but only to create a user list and for authentication.

### Can EdLink integrate with Infinite Campus and Gradient System?

Currently EdLink does not have this functionality however, MIS/SIS integration it is on our long-term roadmap

### Can enterprise Apps be deployed if not available in app store - can they be deployed separately?

Yes, Enterprise Apps can be deployed within the Applications section of the dashboard for iOS and Android devices.

### Does EdLink Support Radius?

Currently EdLink does not have this functionality however; it is on our Roadmap.

### Can EdLink deploy .pak files to enforce current filtering already have in place?

.PAC files can be deployed via Profiles > What > Network > Wi-Fi and Proxy. When adding a new Wi-Fi network, in the proxy type, choose Auto and enter the URL for the hosted .PAC file. If this proxy is publicly accessible, then this can be used offsite, or they can use the EdLink filters instead.



On timed profiles, when a timed period expires does it revert to the previous profile or does a new one need to be set?

The baseline profile is the fall back. Additional profiles can be applied with time restrictions. When the time restriction ends, the baseline profile is applied until another time based profile is scheduled to run.

How many profiles can I apply at one time?

Only one profile can be applied at any one time.

How many administrative users can be added?

There is no limit to the amount of administrative users that can be added.

How many parent users can be added?

There is no limit to the amount of parent users that can be added.

If a parent creates a profile which conflicts with a school profile, which takes precedence?

If a profile created by a parent is set to apply at the same time as a school created profile, the school profile will always take precedence.

When using category blacklisting, what does this block?

Category blacklisting prevents access to URLs that have been identified as meeting the criteria for the predefined categories.

Is the parent portal supported by all platforms?

No. The parent portal is currently only supported for Android and iOS.

## FAQ's - iOS

### Can we purchase Apple music?

Apple prevents multiple licences to music and sharing it

Apple Music is based on individual subscriptions and is tied to individual Apple IDs. If the school allows students to use individual Apple IDs then they could “gift” subscriptions to Apple Music, but there is no education discount on this, so it would be £99 per-user per-year.

### Can Edlink integrate with Apple Classroom to pull through user information from Apple School?

Currently Edlink does not have this functionality however; it is on our roadmap.

### Can I restrict users from accessing a setting on a none supervised device?

No. A device must be in a managed state to block access to settings. We recommend that devices are supervised, and customers are using DEP and VPP.

### Can I link multiple VPP accounts?

Yes. Multiple VPP accounts can be linked to your Edlink console.

## FAQ's - Chrome

### Can I view Geolocation on a Chromebook?

Yes. Providing your Chromebook is connected to the internet to send its location information, geolocation will be viewable from inside the Edlink console.

### Can I deploy Android applications to Chromebooks?

Currently the functionality is not available; however, this is on our long-term road map.

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